



Electronic Funds Transfer Disclosure

1. Services

This disclosure applies to the following services:

- Direct Deposit
- CALL-24
- SAFE ATM Card
- SAFE Visa® Debit Card
- ACH Debits/Credits
- Online Banking*
- Bill Payment

*For other services within Online Banking, refer to separate disclosures for terms, conditions, and fees.

2. Usage and Limitations

- Transactions available through ATM Networks are limited by the capabilities of the individual automated teller machines.
- There is no limit to the number of times you may use your card for non-withdrawal transactions.
- ATM withdrawals are subject to a daily cash withdrawal limit ranging from \$100 to \$1,010.
- SAFE reserves the right to refuse any transaction.
- Visa Debit Card signature-based point-of-sale (POS) transactions are debited approximately 3 business days after the date of purchase. However, the amount of the transaction is held from the available funds in your checking account the same day and will not be available for other use.
- Visa Debit Card personal identification number (PIN) POS transactions are subject to a daily limit ranging from \$250 to \$5,000 depending on the funds available in your checking account and available overdraft sources.
- SAFE reserves the right to overdraw an account and charge a fee for doing so.

Personal Identification Number

You will have a four-digit PIN assigned to you, or you may select your own code, for access to CALL-24, SAFE ATMs/ATM Networks, POS services, Online Banking, and Bill Payment. If you lose your PIN, need instructions on its use or wish to change it, visit any SAFE branch during normal business hours. Do not disclose your PIN or otherwise make it available to anyone not on your Share Savings Account. You understand that all joint owners signing on your Share Savings Account will have access to any and all sub-accounts (shares and loans) of your primary account number.

Account Access

You may use your card/PIN to:

1. Make deposits to certain SAFE savings and checking accounts.
2. Withdraw cash from certain SAFE savings and checking accounts.
3. Obtain balances of certain SAFE savings and checking accounts.
4. Transfer funds between your SAFE savings and checking accounts.
5. Make advances from a SAFE line of credit.
6. Make payments to your loans at SAFE.
7. Pay bills directly by personal computer from your checking account in the amounts and on the days you request.
8. Withdraw funds as a check mailed to the address on your account.

9. Pay for purchases and services or obtain cash advances with your SAFE Visa Debit Card at millions of locations worldwide.

Some of the above services may not be available at all terminals.

Point-of-Sale (POS) Services

You can use your specially encoded plastic card at any retail location displaying the Interlink or NYCE symbol. At Interlink or NYCE Network locations, there is no limit to the number of transactions you can make each day. POS transactions are subject to a daily POS withdrawal/purchase limit ranging from \$250 to \$5,000.

ATM, POS & Bill Payment Overdraft Transfers

SAFE is under no obligation to pay a transaction that exceeds the available balance in your account. Transactions that would overdraw your checking account may be treated as a request to transfer funds from the overdraft source designated on your checking account. All owners and authorized signers on your checking account will have access to accounts listed as overdraft sources through Overdraft Protection. All owners and authorized signers are jointly and severally liable for any and all overdrafts on this account.

Overdraft transfers will be in multiples of \$100, amount of transaction for ATM or debit card, or the funds available, whichever is less. Overdraft transfers from your Share Savings, Non-Dividend Earning Share, Special Share, Business Savings, and Money Market accounts are limited and subject to the terms and conditions of that account. Overdraft transfers from your Credit Card, Quick Cash, or Home Equity Line of Credit are unlimited and subject to the terms and conditions of that account. An overdraft transfer fee, as stated in the Fee Schedule, will be charged to the account receiving the transfer.

Checking accounts without an available overdraft transfer designation will be automatically reviewed for Courtesy Pay (Overdraft) service, which may take your account negative or increase an existing negative balance to pay a SAFE check, ATM or debit card transaction, or debit by other electronic means. This is a non-contractual member courtesy that can be withdrawn at any time. Whether your overdrafts will be paid is discretionary, and we reserve the right not to pay if your account is not in good standing. The negative balance must be paid within 20 days. SAFE will not authorize and pay overdrafts for ATM and everyday debit card transactions unless you ask us to. However, in some situations, we may decide to pay the ATM or everyday debit card transaction and not charge a fee. Refer to the Fee Schedule and Overdraft Service Options for fees. You may choose to opt out of Courtesy Pay by contacting SAFE. Business accounts are not eligible for Courtesy Pay service.

SAFE will only offset government benefits (e.g. Social Security and other public benefits) deposited to your accounts as permitted by law.

Availability of Funds

Funds from deposits may not be available for immediate withdrawal. Refer to SAFE's Funds Availability Policy for details.

Service Cancellation Policy

SAFE may cancel, modify, and restrict the use of any SAFE service upon written notice, or without notice if your account is overdrawn or when necessary to maintain or restore the security of your accounts on our system. SAFE ATM cards and debit cards are nontransferable and belong to SAFE. You or any joint owner on your account may cancel any of these services by notifying SAFE.

Automated Clearing House (ACH) Debits

- You may authorize a third party to automatically debit your savings or checking account on a recurring basis to pay for goods and services or to make your loan payments.
- You may authorize automatic debits from as many third parties as you wish.
- Upon notification from a merchant (by oral, written, or posted notice), you or any joint owner may authorize a merchant to convert your check to a one-time electronic fund transfer from your account. You or any joint owner may also authorize a merchant to debit your account for returned check fees.
- SAFE reserves the right to refuse any ACH debit which would draw upon insufficient funds, exceed a credit limit, or result in more than 6 transfers per month from a savings account.

How To Stop ACH Debits

If you have told us in advance to make payments out of your account, you can stop any of these payments. Here's how:

Call us at **(916) 979-7233** or **(800) SEE-SAFE**, or write us at the address below in time for us to receive your request 3 business days or more before the payment is scheduled to be made. If you call, SAFE requires you to put your request in writing on an ACH Stop Payment Request, and return it to SAFE within 14 days after you call. You may receive an ACH Stop Payment Request by visiting any SAFE branch or by calling us at the above number. A stop payment fee is charged for each ACH debit you request to stop as stated in the Fee Schedule. Mail your completed request to us at:

**SAFE Credit Union
Central Processing
2295 Iron Point Road, Suite 100
Folsom CA 95630-8765**

If you order SAFE to stop one of these payments 3 business days or more before the transfer is scheduled, and we do not do so, we will be liable for your losses or damages.

3. Right to Receive Documentation of Transfers

Terminal/POS Transfers

A receipt describing the transactions you have made is available each time you use a specially encoded plastic card at one of SAFE's ATMs, Network ATMs, or at POS merchants for transactions greater than \$15. Receipts issued by a SAFE ATM or any Network ATM are binding on SAFE only after verification by SAFE.

Pre-authorized ACH Credits

If you have a direct deposit made to your account at least once every 60 days from the same source, and you do not receive a receipt (such as a pay stub), you can use CALL-24 or Online Banking to obtain this information, or you can call us at **(916) 979-7233** or **(800) SEE-SAFE** to determine if the deposit has been made.

ACH Debits that Vary in Amount

When you authorize a third party to automatically debit your account for amounts that vary, the third party will notify you of the amount and transaction date 10 days before the debit amount, unless you have arranged to be notified only when the amount exceeds a specified limit.

Periodic Statement

You will get a monthly account statement unless there are no transfers in a particular month. In any case, you will get the statement at least quarterly.

4. Business Days

For purposes of these disclosures, our business days are Monday through Friday. Federal holidays are not included.

5. In Case of Errors or Questions About Your Electronic Transfers

Telephone us at (916) 979-7233 or (800) SEE-SAFE, or write to:

**SAFE Credit Union
Card Services
2295 Iron Point Road, Suite 100
Folsom CA 95630-8765**

as soon as possible if you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt. We must hear from you no later than 60 days after we sent the first statement on which the problem or error appeared.

Include the following information in your letter:

- a. Tell us your name and account number.
- b. Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- c. Tell us the dollar amount of the suspected error.

If you tell us verbally, SAFE requires that you send us your complaint or questions in writing within 10 business days.

We will tell you the results of our investigation within 10 business days (5 business days after receipt of written complaint for fraudulent Visa Debit Card signature-based point-of-sale (POS) transactions and 20 business days for a new account open less than 30 days) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days in the case of a transfer resulting from a POS debit card transaction, a transfer initiated outside the United States, or a new account open less than 30 days) to investigate your complaint or question. If we decide to do this, we will provisionally recredit your account within 10 business days for the amount you think is in error (5 business days for fraudulent debit card Visa POS transactions and 20 business days for a new account open less than 30 days), so that you will have the use of the money during the time it takes us to complete our investigation. **Your complaint or question must be in writing and if we do not receive it within 10 days, we will not recredit your account.**

If we determine after our investigation that an error did not occur, we will send you a written explanation within 3 business days after we finish our investigation, and we will debit your account for the amount of the provisional credit. You may ask for copies of the documents that we used in our investigation.

6. Member Liability

Tell us AT ONCE if you believe your card or PIN has been lost or stolen. Telephoning is the best way to keep your possible losses down. You could lose all the money in your account, plus up to the maximum amount of your line of credit.

If you believe your card or PIN has been lost or stolen, and you tell us within 2 business days after you learn of the loss or theft, your liability will be \$0 if someone used your card or PIN without your permission. If you DO NOT tell us within 2 business days after you learn of the loss or theft of your card or PIN, and we can prove we could have stopped someone from using your card or PIN without your permission if you had told us, you could be liable for up to \$500.

If your statement shows unauthorized transfers, tell us at once. If you do not tell us within 60 days after the statement was mailed to you, you may not get back any money you lost after the 60 days if we can prove that we could have stopped someone from taking the money if you had told us in time. If a good reason (such as a long trip or hospital stay) kept you from telling us, we will extend the time period.

If you believe your card or PIN has been lost or stolen or that someone has transferred or may transfer funds from your account without your permission, call us at (916) 979-7233 or (800) SEE-SAFE, or write to:

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Folsom CA 95630-8765**

Any person, who is permitted by you, either by express or implied permission, to use your card would be able to withdraw all of the money in your account. We refer to such persons as authorized users, and you agree that all authorized users may withdraw funds from your accounts with your card.

You agree that you will not use your account, or any devices that access your account, in any illegal manner, and/or for any illegal purpose, including, but not limited to illegal internet gambling.

7. Credit Union Liability

If we do not complete a transfer to or from your account on time or in the correct amount according to our agreement with you, we will be liable for your losses or damages. However, there are some exceptions. For example, SAFE will not be liable if:

- a. Through no fault of ours, you do not have enough money in your account to make the transfer.
- b. The transfer exceeds your approved line of credit limit from which the transfer is initiated (Quick Cash, Credit Card, & Home Equity Lines of Credit).
- c. The automated teller machine where you are making the transaction does not have enough money.
- d. The system is not working properly and you know about the breakdown when you start the transfer.
- e. Circumstances beyond our control (such as fire, flood, computer malfunction, electrical outage, or problems with the telephone lines) prevent the transfer, despite the reasonable precautions we have taken.
- f. A third party originating a deposit fails to generate the deposit or fails to generate it in the correct amount or on time.
- g. The money in your account is subject to legal process or other encumbrance.
- h. We fail to honor your card due to improper use or retrieval of the card by a SAFE ATM or any Network ATM.
- i. You have not provided the bill payment service with the correct names or account information for those persons or entities to whom you wish to direct payment.
- j. The intended recipient of the payment mishandles or delays a payment sent by the bill payment service.
- k. There are other exceptions stated in our agreement with you.

8. Fees

There is no charge to you for using CALL-24, Online Banking, or for participating in Direct Deposit. However, SAFE reserves the right to impose service charges at a future date after giving notice. ATM, Bill Payment, and ACH debit services are subject to fees. Refer to SAFE's Fee Schedule and other applicable disclosures for current fees.

9. Nonproprietary ATM

When you use an ATM not owned by SAFE, you may be charged a fee by the ATM operator or any network used in processing the transaction, and you may be charged a fee for a balance inquiry even if you do not complete a funds transfer.

10. Foreign Transactions

Exchange Rate

The exchange rate between the transaction currency and the billing currency used for processing international transactions is a rate selected by Visa from the range of rates available in wholesale currency markets for the applicable central processing date, which may vary from the rate Visa itself receives, or the government-mandated rate in effect for the applicable central processing date.

Transaction Fee

A fee of up to 1 percent of transaction amount, plus any surcharges assessed by ATM owner, is charged for transactions conducted outside the United States.

11. Confidentiality

We will disclose information to third parties about your account or the transfers you make:

- a. Where it is necessary for completing transfers; or
- b. In order to verify the existence and condition of your account for a third party, such as a credit bureau or merchant; or
- c. In order to comply with government agency or court orders; or
- d. If you give us your written permission.

12. Perfect Cents Savings®

A Share Savings account, personal checking account, debit card and eStatements are required to participate in Perfect Cents Savings. Debit card purchases will post to your checking account for the exact amount of purchase. SAFE will automatically round up debit card purchases to the next whole dollar and transfer the rounded amount in excess of the purchase amount to your Share Savings (or other designated savings) account each day. The total of all excess amounts will be posted daily as a single transfer from your checking to your savings identified on your eStatement as "Perfect Cents." If a debit card purchase is canceled or refunded, the corresponding Perfect Cents transfer will remain in the Share Savings account. If funds are not available in your checking account, if any transaction has overdrawn your account, or if eStatement service is canceled, the daily transfer to savings will not be posted. The Account Maintenance Fee assessed against the Share Savings account is waived for active Perfect Cents Savings savers who have at least one Perfect Cents transfer during the month. Features are subject to change without notice. SAFE reserves the right to cancel Perfect Cents Savings at any time.

13. Change in Terms

We reserve the right to change or amend the terms of our electronic fund transfer systems as listed by mailing or delivering such changes or amendments to you at the address shown on the credit union's records. Prior notice may not be given, however, where an immediate change is necessary to restore the security of your account.

Website: www.safecu.org
CALL-24: (916) 488-5744 or (800) 3CALL24 S-248 6/24/2014